

Configuring and Sharing Information between DisasterLAN Systems

System to System Interoperability Guide

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Introduction

The purpose of this document is to guide administrative level DisasterLAN (DLAN) users through the process of configuring and sharing information between DLAN systems. Information that can be shared between systems include: Calls/Tickets, Communication Center messages, Situation Reports (Sit Reps), Agency Reports, Incident Action Plans (IAPs), Reference Library items, and ICS Forms.

The document will be broken into six main sections Setup and Configuration, Sending a Call/Ticket, Receiving a Call/Ticket, Posting a Call/Ticket, Replying to a Call/Ticket, and Sending Other Types of Information. The first five sections will use the example of sending a Ticket, sometimes called a “Call,” from one DLAN system to another and replying to this Ticket from the second system back to the original system. The last section shows how to send other types of information.

It should be noted that external Tickets are sent to the “External Calls” bin, as shown in Figure 10: External Calls/Tickets. For systems that include the Watch Command Module, they can also be viewed in Watch Command under the “External Calls” bin in the “External Messages” tab. All other types of information will be sent to the “External Messages” bin, as shown in Figure 22: External Messages. When sending information between DLAN systems, it is important to monitor both locations for the most up-to-date information.

This document assumes that the DLAN system being used is configured to receive emails and is accessible to staff not on the network (open facing). Most DLAN systems are configured this way, however if your system does not conform to these requirements or you are unsure if your system does please contact a BCG representative at 716-822-8668 or info@bcgeng.com.

Section 1: Setup and Configuration

1. From the main menu click Admin -> Communication Center.



Figure 1: Navigate to the Communication Center in the Admin Menu

2. From the menu on the left hand side of the screen click “Custom Recipients.”
3. Click the “Add” button.

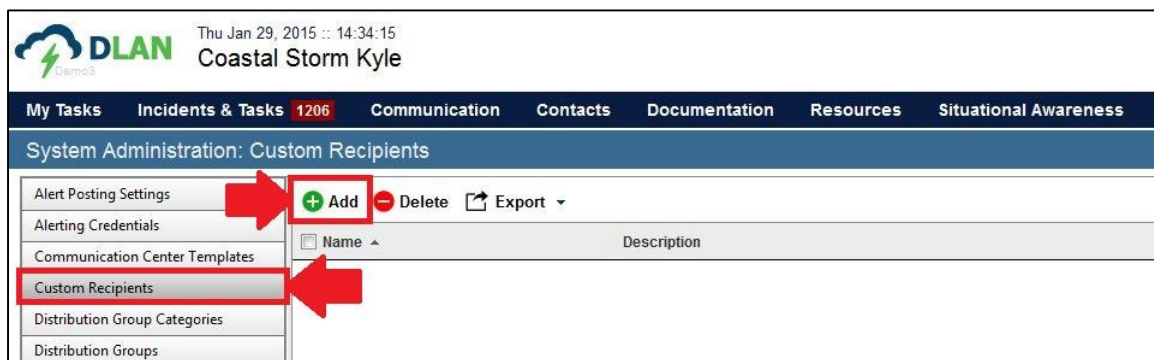


Figure 2: Add Custom Recipients

4. Enter a value for the “Name” and “Description” fields.
5. Check the box for “DLAN System.”

6. Enter the following value in the “URL” field
“<BASE>/WebServices/CommunicationCenter.aspx/ReceiveInterop.”
- a. *Note: The “<BASE>” placeholder above refers to the base of your DiasterLAN URL address you wish to send to. For example the address <https://demo3.disasterlan.org> would be combined to “https://demo3.disasterlan.org/WebServices/CommunicationCenter.aspx/ReceiveInterop.”*

Custom Recipient Information: New Recipient

Save Cancel

Name: DLAN Demo

BCG Name:

Note: The custom recipient BCG name is automatically updated from the BCG customer database and is not editable.

Description: DLAN Demo

Delivery Methods:

☒ DLAN System

URL: bServices/CommunicationCenter.aspx/ReceiveInterop

☐ Legacy DLAN system (Pre 8.0)

☐ Email

☐ IPAWS COG

☐ Knowledge Center System

Figure 3: New Recipient

7. Click the “Save” button. The new recipient will be added to the list.

DLAN Thu Jan 29, 2015 :: 14:47:07 Coastal Storm Kyle

My Tasks Incidents & Tasks 1206 Communication Contacts Documentation Resources Situational Awareness Admin Links

System Administration: Custom Recipients

Alert Posting Settings Alerting Credentials Communication Center Templates Custom Recipients Distribution Group Categories

+ Add - Delete Export

Name	Description
DLAN Demo	DLAN Demo

Figure 4: Custom Recipient List

Section 2: Sending a Call / Ticket

1. From the main menu click Incidents & Tasks -> Ticket Manager.

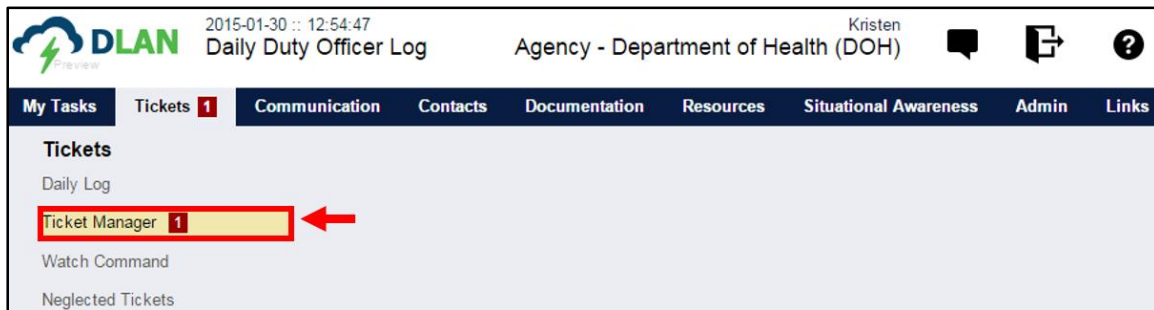


Figure 5: Navigate to Ticket Manager

2. Select the ticket you wish to send by clicking on it.
3. From the ticket preview panel click the “Forward” button.

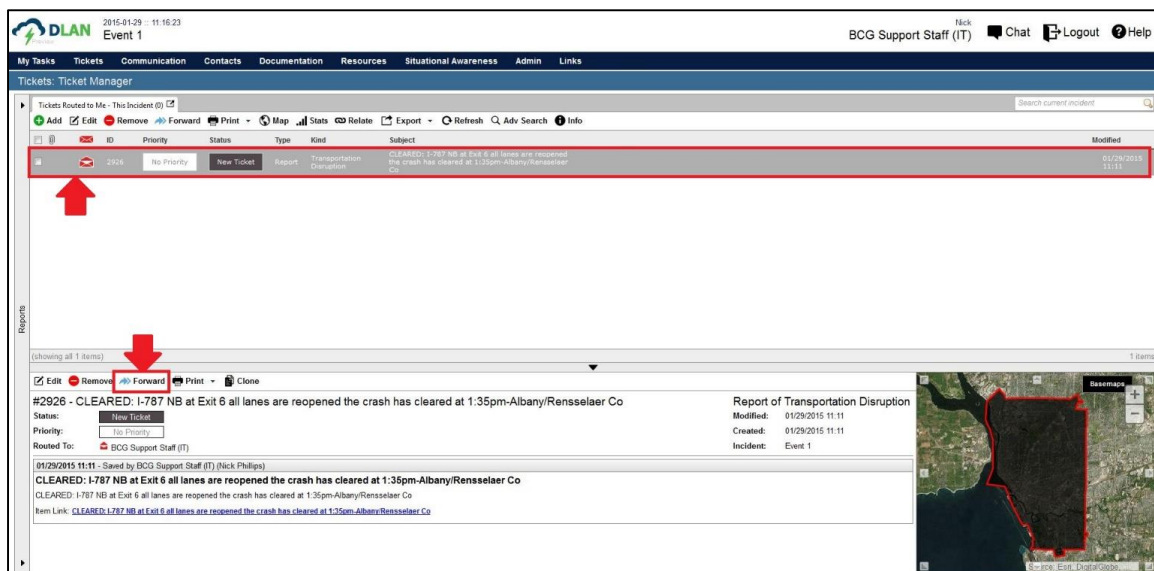


Figure 6: Forward Ticket

4. The new message window will appear. Click the “To” button to open the address book.

The screenshot shows a 'New Message' dialog box. At the top, there are buttons for 'Send', 'Cancel', and 'Template'. The 'To' field is highlighted with a red box and a red arrow. Below it are fields for 'Email(s):', 'Priority:' (Normal and High radio buttons), and 'Subject:'. The 'Message:' field contains text about a ticket (ID: 2926) and a log entry. At the bottom, there are 'Interops:' buttons, a file upload section with a 'Browse' button, and a list of uploaded files: 'Ticket2926.xml (0.01 MB)' and 'Ticket2926.htm (0.003 MB)'. The status bar shows 'Uploaded 0.014 MB of 15 MB'.

Figure 7: New Message

5. In the address book click the “Custom Recipients” tab.
6. Select the custom recipient for the DLAN system you wish to send to by checking the box next to the recipient’s name. For this example we used the custom recipient created and configured in Section 1.

- Once selected the recipient's name is displayed in the "To" box at the bottom of the address book, click the "Save" button.

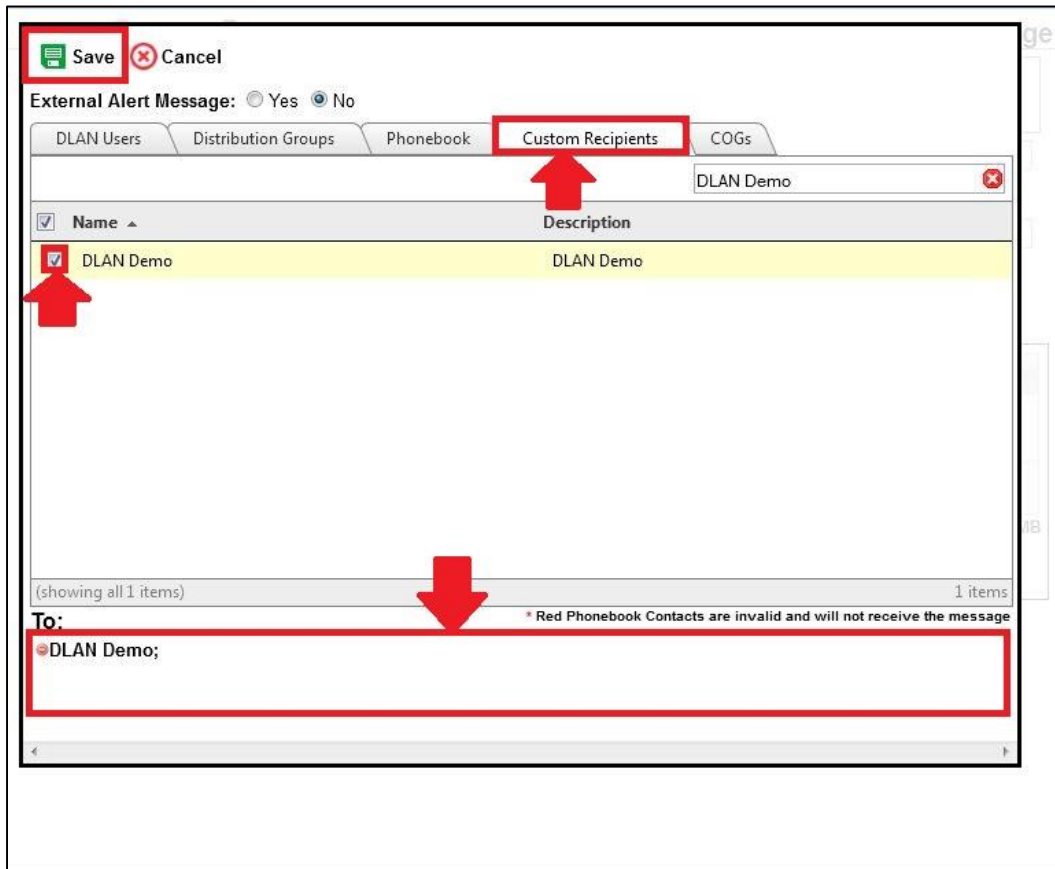


Figure 8: Select Custom Recipient

- Click the “Send” button on the new message window to send the message to the selected recipient(s).

Send **Cancel** **Template** **New Message**

To: DLAN Demo;

Email(s):

Priority: ☒ Normal ☐ High

Subject: CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co

Message:

Ticket ID: 2846
Modified: 01/29/2015 12:55
Log:
01/29/2015 12:55 saved by Phillips, Nick: <BCG Support Staff (IT)>
Erie county EOC staff are now informed of the traffic disruption. Keep us posted with further updates.

Interops: ☒ Send Ticket as XML

Select files to upload

Uploaded 0.044 MB of 15 MB

Ticket2846.xml (0.034 MB)
Ticket2846.htm (0.011 MB)

Figure 9: Send Ticket to another DLAN System

Section 3: Receiving a Call / Ticket

1. On the site the message was sent click “Communication - > Communication Center” from the main menu, see Figure 1: Navigate to the Communication Center.
2. Once in Communication Center click the “External Call” bin from the left hand side of the screen.

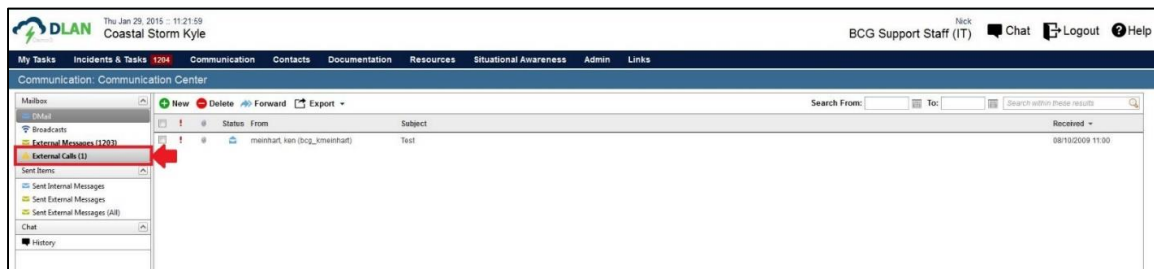


Figure 10: External Calls/Tickets

3. Select the message sent in section 2 by clicking on it.
4. The full message can be viewed by clicking the “View” button from the preview panel toolbar.

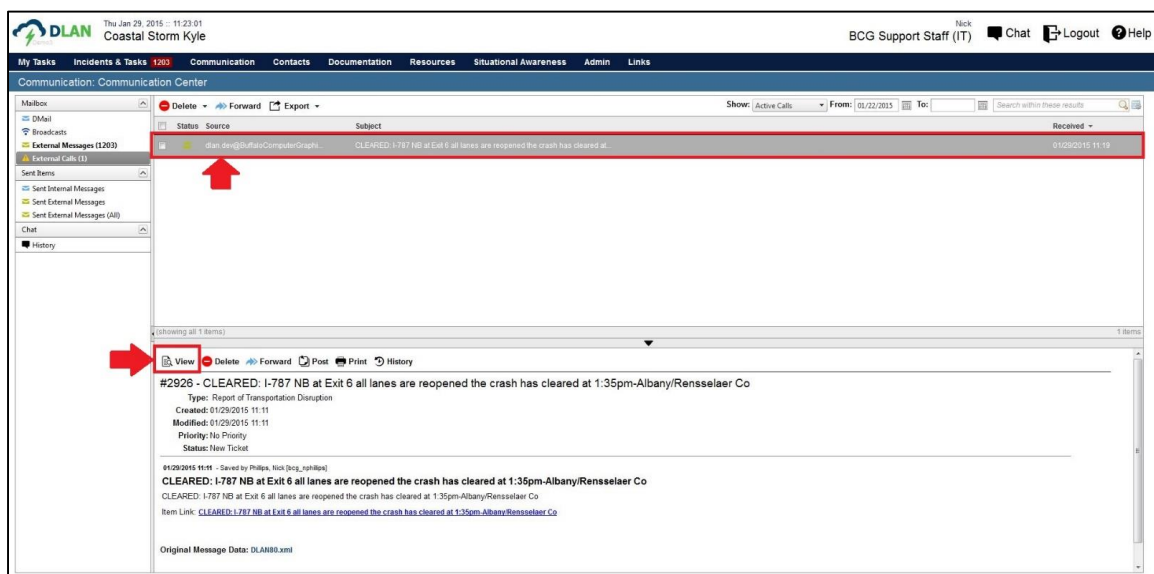


Figure 11: View External Call/Ticket

Section 4: Posting a Call / Ticket

1. From the preview panel click the “Post” button.

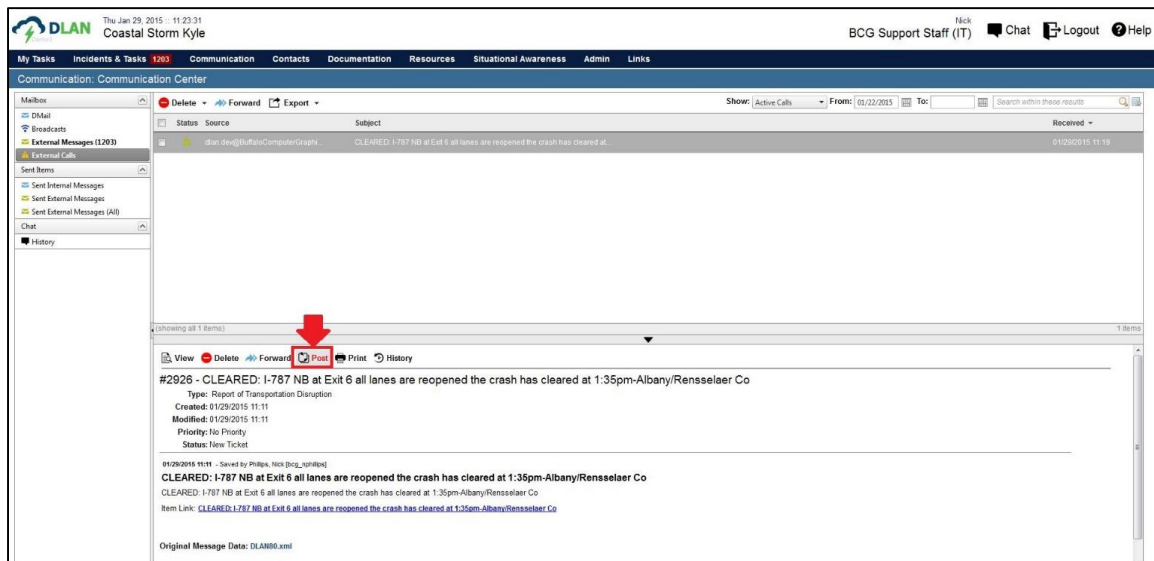


Figure 12: Post Message

2. On the “Posting Information” dialog choose the “Post to a New Ticket” option.
 - a. Note: information can also be posting to an existing ticketing by inputting an existing ticket ID.
3. Click the “Ok” button.

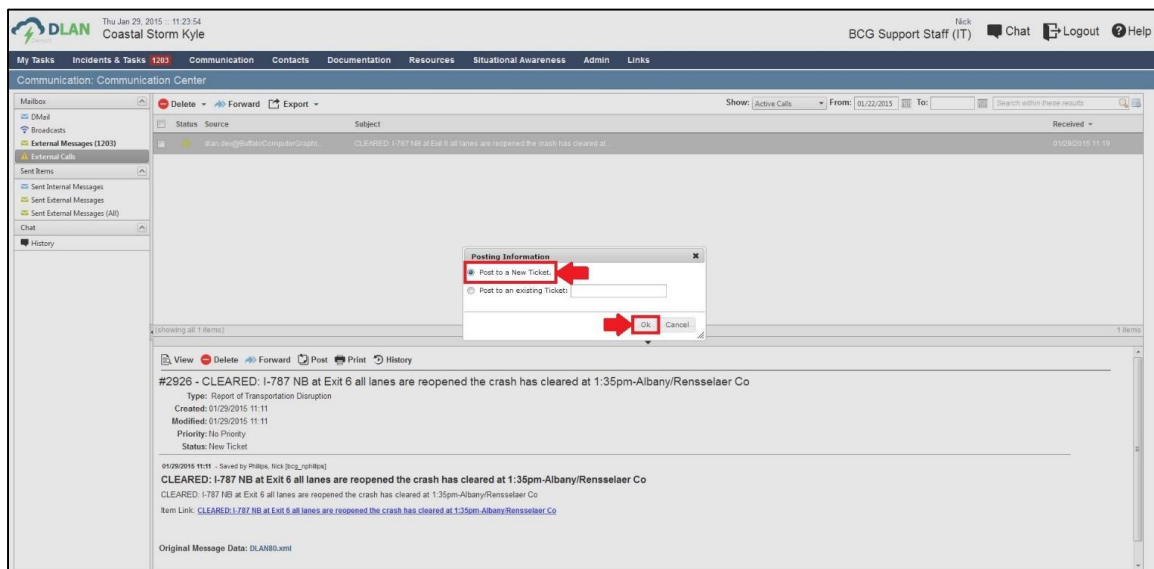


Figure 13: Post to New Ticket

4. The ticket window will appear. The system fills out the subject, type, log, contact information and attachments based on the information in the message. Additionally the system will attempt to match the kind, status, priority and contact type fields if available.

SaveCancelSpell CheckHelpFind MatchSecure

Ticket #: Pending...

*Subject:CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co

Status:New

*Type:Report*Kind:Transportation Disruption

Priority:None

Route To:

LogDetails / Forms (0)Contacts (1)Attachments (0)Related Tickets (0)Finance (0)Assets (0)

Log Actions:

No log history to display

New Log Entry

serif12ptA B I U A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [\] ^ _ ` { | } ~

report of Transportation Disruption
Ticket ID:2926

Incidents:
Event 1

Log:
01/29/2015 11:11:19 saved by Phillips, Nick: <BCG Support Staff (IT)>
CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co
CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co
Item Link: CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co

5. Use the “Routing” selector to select the roles within the system you wish to route the ticket to.
6. Once finished editing the ticket click the “Save” button.

Save Cancel Spell Check Help Find Match Secure

Ticket #: Pending...

*Subject: CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co Status: New

*Type: Report *Kind: Transportation Disruption Priority: None

Route To: BCG Support Staff (IT)

Log Details / Forms (0) Contacts (1) Attachments (0) Related Tickets (0) Finance (0) Assets (0)

Log Actions:

No log history to display

New Log Entry

serif 12pt A B I U A A

report of Transportation Disruption
Ticket ID:2926

Incidents:
Event 1

Log:
01/29/2015 11:11:19 saved by Phillips, Nick: <BCG Support Staff (IT)>
CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co
 CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co
 Item Link: CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co

Design HTML

https://demo3.disasterlan.org/TicketManager/Ticket.aspx#

Section 5: Replying to a Call / Ticket

The following instructions refer to DLAN version 9.3. BCG engineers are currently working to simplify this process, making it less manually intensive, for an upcoming update. When the new version is complete updated instructions will be available in the DLAN Help System.

1. Now that the message has been posted to a ticket we can reply to the message within the ticket using the ticket log. Open the ticket completed in step 6 of section 4.

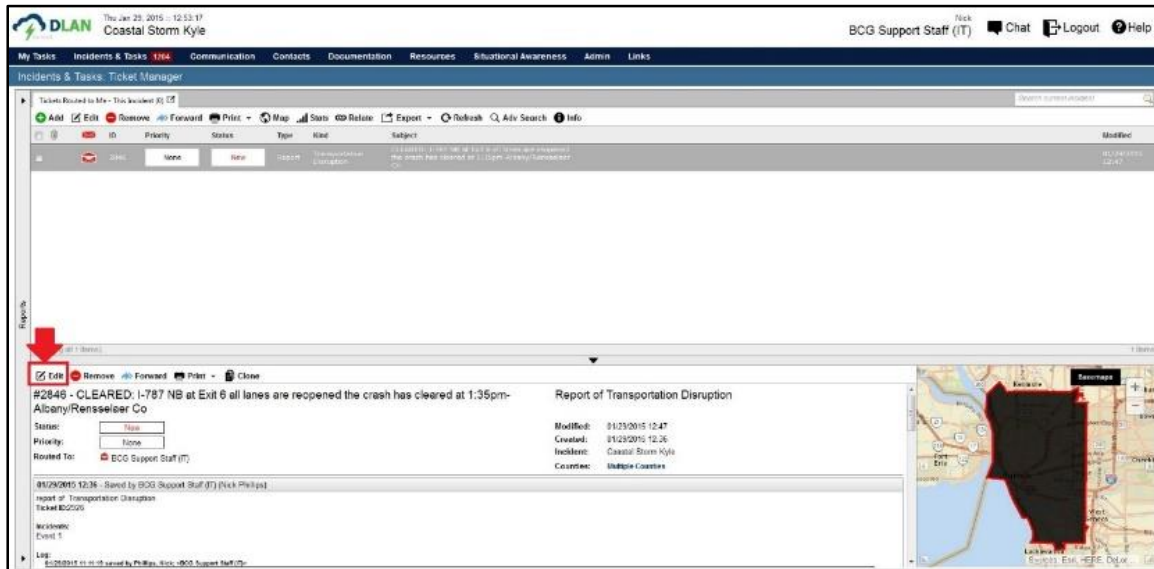


Figure 16: Open Ticket Log

2. Enter an update into the log of the ticket. Once finished editing click the “Save” button.

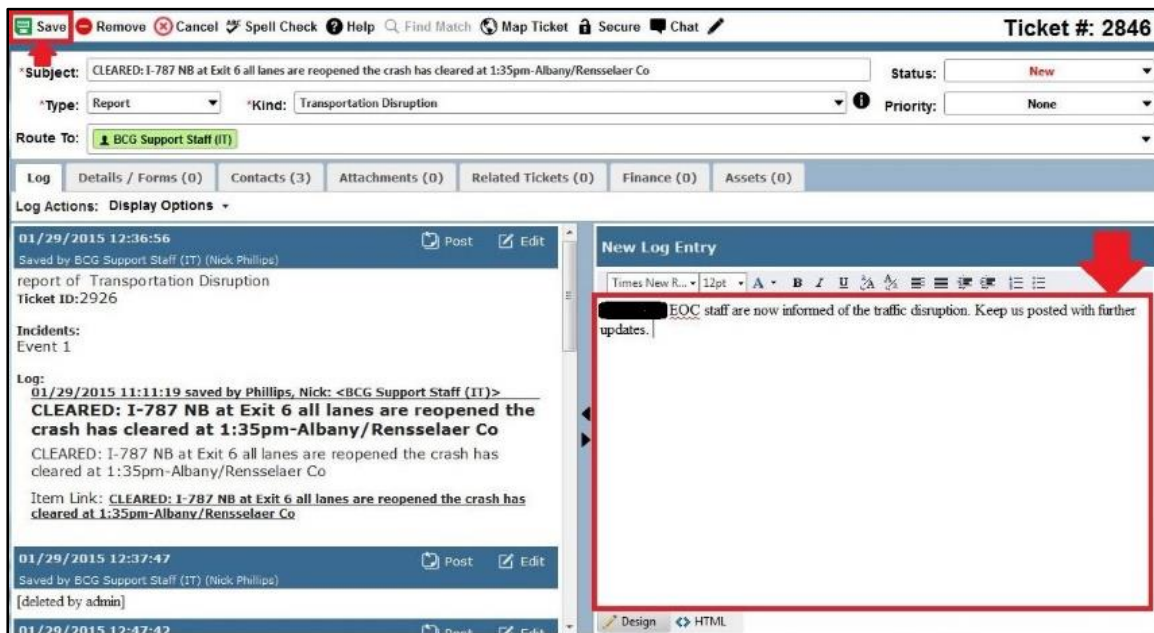


Figure 17: Update Ticket Log

3. On the ticket read receipt click the “Forward” button.

Edit
Close
Forward
Print

#2846 - CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared Report of Transportation Disruption at 1:35pm-Albany/Rensselaer Co

Status:	New	Modified:	01/29/2015 12:55
Priority:	None	Created:	01/29/2015 12:36
Routed To:	BCG Support Staff (IT)	Incident:	Coastal Storm Kyle
		Counties:	Multiple Counties

01/29/2015 12:36 - Saved by BCG Support Staff (IT) (Nick Phillips)

report of Transportation Disruption
Ticket ID:2926

Incidents:
Event 1

Log:
01/29/2015 11:11:19 saved by Phillips, Nick: <BCG Support Staff (IT)>

CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co
CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co
Item Link: [CLEARED: I-787 NB at Exit 6 all lanes are reopened the crash has cleared at 1:35pm-Albany/Rensselaer Co](#)

01/29/2015 12:37 - Saved by BCG Support Staff (IT) (Nick Phillips)

[deleted by admin]

01/29/2015 12:47 - Saved by BCG Support Staff (IT) (Nick Phillips)

report of Transportation Disruption
Ticket ID:2926

Incidents:
Event 1

Log:
01/29/2015 11:11:19 saved by Phillips, Nick: <BCG Support Staff (IT)>

Figure 18: Forward Ticket back to Original DLAN System

- Repeat steps 4 through 8 of Section 2. Select the custom recipient associated with the system the message originated from.

Section 6: Sending Other Types of Information

The techniques outlined in Sections 1 - 5 can also be applied to Situation Reports, Agency Reports, Incident Action Plans, Reference Library items, and ICS Forms. In this example we'll be sending a situation report from one DLAN system to another.

1. Using the main menu go to Documentation -> Sit Reps

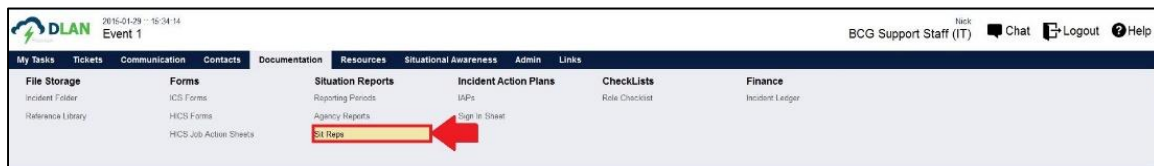


Figure 19: Navigate to Situation Reports

2. Select a situation report and click the “Forward” button from the preview panel toolbar.

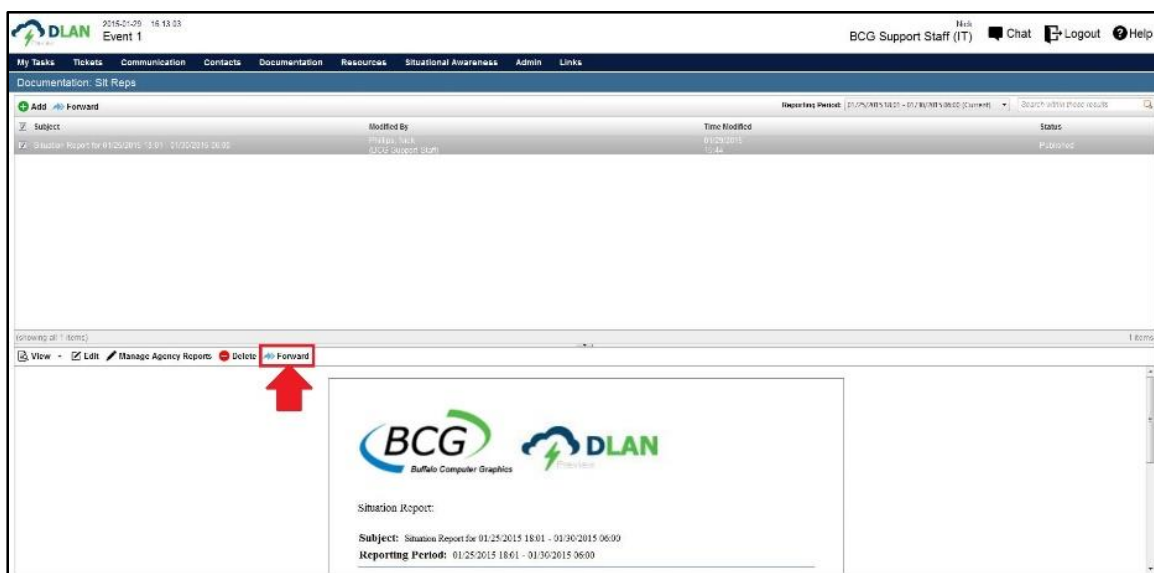


Figure 20: Forward Situation Report

3. On the new message window use the address book to select the desired recipient. This is similar to the actions performed in Section 2 steps 4 -8.

4. Enter a message subject and then click the Send button.

New Message

Send **Cancel** **Template**

To: DLAN - Demonstration;

Email(s):

Priority: ☒ Normal ☐ High

Subject: Sit Rep for 1/29/2015 Reporting Period

Include Situation Report in Message Body? ☒ Yes ☐ No

Message:

Font Name 12pt A B I U x¹ x₂ A A

Design HTML

Interops: Add Interop

Select files to upload

Browse

Uploaded 0.113 MB of 15 MB

Figure 21: Send Situation Report to another DLAN System

5. The message will appear on the selected DLAN system under Communication -> Communication Center -> External Messages.

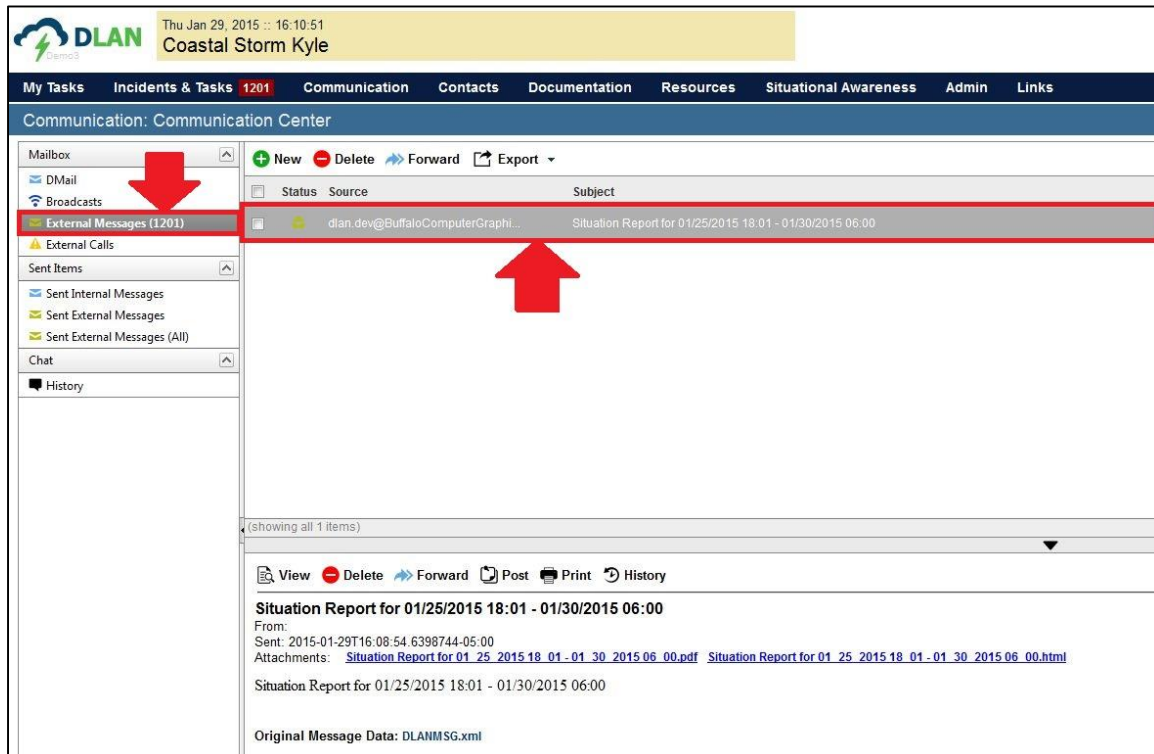


Figure 22: External Messages

Remember: Anything forwarded to another system will appear under the “External Messages” bin EXCEPT tickets. Tickets forwarded to another system appear under the “External Calls” bin. This is an important distinction. Also for customers that utilize the “Watch Command” module; the content of the “External Messages” bin in Watch Command is EXACTLY the same as the content of the “External Messages” bin in Communication Center.

Conclusion

The ability to share information between different DLAN systems allows for work across multiple jurisdictions. With the proper configurations any DLAN system can share information with any other DLAN system. This document illustrates how to share information between DLAN Systems. This paper mainly focuses on Ticket sharing, however this process can also be used to share Communication Center messages, Situation Reports (Sit Reps), Agency Reports, Incident Action Plans (IAPs), Reference Library items, and ICS Forms.

Once custom recipients have been added to the system, sending information between systems is a relatively straight forward process. However, BCG engineers are always striving to make the system even more user friendly. Work is currently under way to further simplify the process, especially in terms of replying to a Ticket from another DLAN system. Once these updates are complete sharing information between DLAN systems will be even easier.